

Report for publication

Owner of Pharmacy: Pharmore Plus

Address of Pharmacy: Glacier Buildings, Brunswick Business Park, Harrington Road, Liverpool, L3 4BH

Date Patient survey completed: 31/01/2019

Top areas of performance

Question	% of respondents satisfied with service
The ease of contacting the pharmacy	99.2%
The service received from the pharmacist	99.2%
The service you received from the other pharmacy staff	98.4%
Providing advice on a current health problem	99.2%
Taking everything into account – the staff and the service provided – how would you rate this pharmacy	99.2%
The ease of being able to speak to the pharmacist	98.4%

Areas in greatest need for improvement

Question	% of respondents dissatisfied with service	Action taken or planned (including timescale)
If you had your prescription delivered today, how satisfied were you with the time it took to provide your prescription	1.6%	As part of our protocol when dealing with your orders we check the expected delivery date is ok with you. If this isn't soon enough, please do let us know and we will endeavour to get it delivered sooner
How would you rate the ease of contacting the pharmacy	0.8%	On rare occasions the pharmacy can be very busy and our call lines all busy. We do endeavour to answer all calls but acknowledge that on occasions some do get missed. We are constantly reviewing staffing levels to ensure that we have adequate resources available.
How well do think the pharmacy provides a service for disposing of medicines you no longer need?	0.8%	Unfortunately we are to provide this service due to our categorisation as a distance selling pharmacy

Pharmacy response to respondent's additional comments

Areas within control of pharmacy	Areas outside control of pharmacy
<p>Inconsistent brands of medication- on occasions certain brands of medication are out of stock from UK wholesalers. Were this is the case we provide an alternative which may be of a different brand but is exactly the same medicine. This is unfortunately out of our control but if you have a requirement for a certain brand, please do let us know and we will endeavour to source that brand, and keep it in stock were possible</p> <p>Delivery has taken too long – With every order we try and agree a delivery date with the patients that is suitable. If the suitability of this date changes then please let us know and we will try to expedite your order for you. On rare occasions there may be delays with your orders but you should be contacted to discuss the reasons for this. If this does not happen then please notify the pharmacy of this error and we will rectify it.</p>	<p>At Pharmore Plus we are unable to provide a medicine disposal service due to our categorisation as a distance selling pharmacy. If you have medicines to dispose of please take them to your nearest community pharmacy and they will be happy to dispose of them</p>

Age range of respondents						
16-19	20-24	25-34	35-44	45-54	55-64	65+
9.6%	11.2%:	18.4%:	31.2%:	13.6%:	5.6%:	10.4%:

Profile of respondents		
This is the pharmacy that the respondent chooses to visit if possible	This is one of several pharmacies that the respondent uses	This pharmacy was just convenient on the day for the respondent
96.8%	3.2%:	0%: